

**GOVERNMENT OF ANDHRA PRADESH**  
**ABSTRACT**

e-Governance – Utilization of 4687 Common Service Centres (CSCs) for Government to Citizen services in the State - Orders – Issued.

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**INFORMATION TECHNOLOGY & COMMUNICATIONS (INFRASTRUCTURE) DEPARTMENT**

G.O.Ms.No.29

Dated: 27.10.2010  
Read the following:

1. G.O.Ms.No.20, Information Technology & Communications (Infrastructure) Department, Dt: 04.10.2008.
2. G.O.Ms.No.297, Information Technology & Communications (Infrastructure) Department, Dt: 28.09.2007.
3. G.O.Ms.No.5, Information Technology & Communications (Infrastructure) Department, Dt: 23.02.2007.

ORDER

The Government of India has formulated a National e-Governance Plan with the vision of providing all Government Services in an integrated manner at the doorstep of the citizen, at an affordable cost.

2. For the successful implementation of the RAJiv Citizen Service Center (RCSC) Project, G2C services have to be delivered to the rural citizens of Andhra Pradesh.

3. The departments having a public interface are expected to take the following steps on an urgent basis to deliver citizen-centric services on an end-to-end basis. It is clarified that service on end-to-end basis would include IT enablement of activities starting from the request by a citizen for a Government service by filling up Online form through web-enabled system to Online delivery of certificate/information through a RCSC near to the doorstep of the citizen at an affordable cost. This would help achieve the vision of the National e-Governance Plan – “Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man.”

4. It is mandatory for all departments with Citizen Interface to identify a minimum of 2 (Two) Government-to-Citizen services for e-Service delivery on an end-to-end basis. An indicative list of such services is enclosed for ready reference. The list is not exhaustive and the departments are expected to include any other services which they feel appropriate.

5. The G2C services so chosen must be the ones that provide relief to the citizens and are critical for the Departments.

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6. Departments must carry out Business Process Reengineering (BPR) and bring in all necessary changes in rules/regulations/guidelines/circulars to ensure that the electronic services are provided on a sustainable basis.
7. BPR is mandatory before rolling-out any e-Governance initiative so that it becomes viable and sustainable in the long run.
8. In order to be able to provide G2C services on an end-to-end basis, departments may have to go for computerization of its internal activities and procedures. Information Technology & Communications (IT&C) Department would be willing to provide technical assistance to the extent feasible.
9. All Government Departments should give preference to deliver various services through RCSCs. Departments can use the RCSCs for collecting various Government Challan Payments from Citizen. Departments can also use the RCSCs for data entry works and for data collection. As all the RCSCs will have internet connection along with Computer, Printer etc, Government officials can use this network for the purpose of e-Governance.
10. All Government Department must ensure that minimum 2 (Two) G2C services are identified and rolled-out for service delivery through RCSCs within the next 6 (Six) months. Subsequently all the citizen-centric services of all the departments need to be enabled for e-Service delivery.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**S.V. PRASAD**  
**CHIEF SECRETARY TO GOVERNMENT**

To  
All the Heads of Departments.  
All the Secretariat Departments.  
All the District Collectors in State.  
All the Joint Collectors in the State.  
The Commissioner, EDS, Hyderabad.

// FORWARDED:: BY ORDER //

**SECTION OFFICER**

**Enclosure for G.O.Ms.No.29 of IT&C (Infra) Department, dated 27.10.2010**

<b>S.No.</b>	<b>Department</b>	<b>Service</b>
1	Revenue / Civil Supplies	Issue of Ration Cards
2	Revenue / Civil Supplies	Transfer of Ration Cards
3	Revenue	Registration for Girl Protection Scheme
4	Revenue	Registration for Widow Pension Scheme
5	Revenue	Registration for National Old Age Pension Scheme
6	Revenue	Registration for National Family Pension Scheme
7	Revenue	Registration for National Maternity Benefit Scheme
8	Revenue	Registration for Apathbandu Scheme
9	Revenue	Registration for Solatium Amount to the Hit and Run Over
10	Revenue	Registration of Births and Deaths
11	Revenue	Birth/Death Certificate
12	Revenue	Caste Certificate
13	Revenue	Income Certificate
14	Revenue	Residence Certificate
15	Revenue	Request for Pahani Nakal/Kesera Pahani/Sisala Pahani/PT Extract/Others
16	Revenue	Request for Panchanama/Sethwar/Tonch Map/Wasool Baki
17	Revenue	Request for Demarcation document
18	Revenue	Request for Mutation
19	Revenue	Prajavani Services
20	Revenue	Online submission of application for Pattadar Passbooks
21	Revenue	Online submission of application for Updation/correction to land records
22	Office of the IG Registration & Stamps	Online submission of application for issue of Encumbrance Certificate
23	Office of the IG Registration & Stamps	Issue of Certified copies of registered documents
24	Office of the IG Registration & Stamps	Sale of Stamp Papers
25	Commissionerate of Transport	Reservation of registration numbers under the Motor Vehicles Act, 1988
26	Commissionerate of Transport	Registration for Learner's license
27	Commissionerate of Transport	Registration for Driving License
28	Commissionerate of Transport	Slot booking for Learner's license

29	Commissionerate of Transport	Slot booking for Driving license
30	Commissionerate of Transport	Online submission of application for issue of duplicate driving license / Vehicle Registration
31	Commissionerate of Transport	Online submission of application for conversion of driving license from one category to another category
32	Commissionerate of Transport	Online submission of application for Renewal of driving license
33	Commissionerate of Transport	Collection of compounding fees as per schedule under the Motor Vehicles Act, 1988
34	Commissionerate of Transport	Collection of tax & penalties including life tax
35	Commissionerate of Transport	Provision of booking facility for Inter state transport
36	APSRTC (AP State Road Transport Corporation)	Bus ticket booking/cancellation
37	Commissionerate of Agriculture	Agriculture Extension Services & Transfer of Technology -- a.Trainings,b.Demonstrations,c.Exposure Visits,d.Organising Rythusadassus, Exhibitions,e.Mass Media support, Literature
38	Commissionerate of Agriculture	Online submission of application for Soil Testing
39	Commissionerate of Agriculture	Information on campaigns on pest & disease out breaks
40	Commissionerate of Agriculture	Online submission of application for Input licenses
41	Panchayatraj and Rural Development	NREGA Member Registration
42	Panchayatraj and Rural Development	Wage disbursement for eligible NREGA beneficiaries
43	Panchayatraj and Rural Development	Social Security Pension Payments - Old Age Pension
44	Panchayatraj and Rural Development	Social Security Pension Payments - Weavers Pension
45	Panchayatraj and Rural Development	Social Security Pension Payments - Widow Pension
46	Panchayatraj and Rural Development	NREGA Data Entry - Muster Roll Entry, Demand capture, Pay slip Printing
47	Panchayatraj and Rural Development	Social Security Pension Payments - Disabled Pension
48	Panchayatraj and Rural Development	Online submission of application for Assessment of House Tax for new houses
49	Panchayatraj and Rural Development	Online submission of application for Registration of Births
50	Panchayatraj and Rural Development	Online submission of application for Registration of Deaths
51	Panchayatraj and Rural Development	Online submission of application for Registration of Marriages

52	Panchayatraj and Rural Development	Online submission of application for sanction of old age pension
53	Panchayatraj and Rural Development	Online submission of application for sanction of Widow pension
54	Panchayatraj and Rural Development	Online submission of application for sanction of Disabled pension
55	Panchayatraj and Rural Development	Online submission of application for Tap connections to Residence
56	Panchayatraj and Rural Development	Collection of House Tax
57	Panchayatraj and Rural Development	Collection of Water Tax
58	Panchayatraj and Rural Development	Online submission of application for Residence Certificates
59	Panchayatraj and Rural Development	Online submission of application for Property owner Certificates
60	Panchayatraj and Rural Development	Online submission of application for Nativity Certificates
61	Panchayatraj and Rural Development	Online submission of application for Title deeds/ Pattadar Pass Books
62	Panchayatraj and Rural Development	Apply for Welfare Schemes under SGRY 22.50%
63	Panchayatraj and Rural Development	Apply for inclusion of name in Voter list
64	Urban Development Authority / Rural Development	Issue of land utilization certificate to the citizens
65	Panchayatraj and Rural Development	Apply for Adangal/ Pahani copies
66	Panchayatraj and Rural Development	Data Entry
67	Directorate of Employment and Training	Applying for Placement Services Providing Employment
68	Directorate of Employment and Training	Issue of unemployment certificate
69	Directorate of Employment and Training	Employment Market Information
70	Directorate of Employment and Training	Online submission of application for Training On Vocational Trades
71	Directorate of Employment and Training	Online submission of application for Apprenticeship to ITI Trainees
72	A P State Social Welfare Board	Online submission of application for post matric scholarshi
73	A P State Social Welfare Board	Online submission of application for admission of children into Hostels
74	Commissionerate of	Online submission of application for admission of

	Tribal Welfare	eligible ST students in Tribal Welfare Educational Institutions
75	Commissionerate of Tribal Welfare	Online submission of application for sanction of Post Matric Scholarships to the eligible ST Students
76	Commissionerate of Tribal Welfare	Online submission of application for sanction of Pre Matric Scholarships to the eligible ST Students
77	Chief Electoral Officer, Andhra Pradesh	Registration of names in electoral rolls
78	Chief Electoral Officer, Andhra Pradesh	Issue of voter's identity card
79	Commercial Taxes Department	Department of Excise & Taxation - Collection of Sales Tax
80	Commercial Taxes Department	Department of Excise & Taxation - Issue/ Renewal of Trade Licenses
81	State Board of Secondary Education	Online submission of application for examination
82	State Board of Secondary Education	Online submission of application for Re-Evaluation
83	State Board of Secondary Education	Online submission of application for Re-Totalling
84	State Board of Secondary Education	Online submission of application for duplicate certificate
85	State Board of Secondary Education	Online results along with marks
86	Board of Intermediate Education	Online submission of application for examination
87	Board of Intermediate Education	Online submission of application for Re-Evaluation
88	Board of Intermediate Education	Online submission of application for Re-Totalling
89	Board of Intermediate Education	Online submission of application for duplicate certificate
90	Board of Intermediate Education	Online results along with marks
91	Higher Education	Online submission of applications for various entrance examination
92	Higher Education	Online admission